TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION

POSITION TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST I - Information Technology

SALARY GROUP: B14

DEPARTMENT: Information Technology Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Leslie Ortega DATE: 07/02/2018

POSITION #: 008166

I. JOB SUMMARY

Performs entry-level computer systems support work. Work involves providing customer support for agency information technology systems; and operating automated office equipment in a stand-alone, network, and mainframe environment. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

A. Assists in troubleshooting and solving routine computer-related problems; and provides routine operational assistance to agency staff in the implementation and utilization of data processing hardware and software.

B. Installs computer hardware, software, and peripherals.

C. Assists in monitoring and providing assistance on the use and interface of systems, subsystems, and software applications.

D. Assists in maintaining the necessary security controls over software and hardware.

E. Assists in the preparation of briefings, reports, and evaluations as to systems efficiency and utilization; and maintains computer system documentation and procedure manuals.

* Performs a variety of marginal duties not listed, to be determined and assigned as needed.
III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Graduation from an accredited senior high school or equivalent or GED.

2. One year full-time, wage-earning stand-alone desktop computer, network, or mainframe environment experience to include at least three of the following functions: installing, configuring, troubleshooting, repairing, or utilizing software applications and computer-related hardware

or

thirty semester hours from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE)

or

current Computing Technology Industry Association (CompTIA) A+ certification.

3. Experience in current version of Windows operating system providing technical support and maintenance of Microsoft Office Suite or equivalent to include the use of word processing, spreadsheet, database, or presentation software programs preferred.

4. Experience in information technology or a computer-related help desk or computer-related customer service environment preferred.

B. Knowledge and Skills

1. Knowledge of the practices, principles, and techniques of computer operations and applications.

2. Knowledge of a variety of computer application programs and their applicability to computer systems operations.

3. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.

4. Skill to communicate ideas and instructions clearly and concisely.

5. Skill to coordinate with other staff, departments, officials, agencies, and organizations.

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7. Skill to interpret and apply rules, regulations, policies, and procedures.

8. Skill in the use of computers and related equipment in a stand-alone or local area network environment.

9. Skill in troubleshooting problems with software and hardware.

10. Skill to implement data security controls.

11. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

12. Skill to read and interpret technical documentation.


IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.

B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.

C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, hand tools, diagnostic and electronic equipment, dolly, and automobile.